

QUESTIONNAIRE - Case number CR03-0343FDB

Name: _____

Address: _____

City, State Zip: _____

Home phone: _____

Work phone: _____

Cell phone: _____

Fax: _____

E-mail address: _____

1. Did you hire one of the following companies to move your household goods (circle one):

- A. Nationwide Moving & Storage
- B. American Star Moving & Storage
- C. North Star Moving & Storage

(All answers that follow are presumed to apply to the company circled above.)

2. How did you find out about the company (mark all that apply)?

- A. Internet? _____ If yes, at what address? _____
- B. Yellow pages? _____
- C. Other? _____ Please describe _____

3. Approximately when did your move begin (month & year)? _____

4. What telephone number(s) or fax number(s) did you call or use during your communications with the company? _____

5. Please give the name of any person from this company who spoke with you by telephone, or communicated with you over the internet or by e-mail. _____

6. Was your decision to hire the company based on the estimate they gave you for the move?

Yes No

7. How did they communicate the estimate to you?

Internet? _____

Fax? _____

Telephone? _____

8. Do you have a printed copy or notes regarding the estimate? Yes No

9. Did anyone from the company come to look at your furniture before giving you the estimate? Yes No

10. When did you agree to hire the company to move your goods (approximate month & year)? _____

11. Where were you when you made the arrangements with the movers (state)? _____

12. Where was the move from? _____ To? _____

13. When did the company pick up your goods (date/time)? _____

14. Was this the date and time you had originally been told your goods would be picked up?

Yes No

If no, please explain _____

15. When did the company deliver your goods (date/time)? _____

16. Was this the date and time you had originally been told your goods would be delivered?
Yes No
If no, please explain _____

17. Were you given a price for the move after your goods were loaded onto to the moving truck that was different than the original estimate? Yes No
If yes, what was the original estimate? _____ What were you asked to pay after your goods were loaded? _____ What did you end up paying? _____
18. Were you ever told your property would not be returned to you unless you paid a higher price than the original estimate? Yes No
If yes, by whom were you told this? (Please provide as much detail as possible, e.g. names of people with whom you talked, method of communication, etc.) _____

19. During the moving experience, did you deal with any companies other than Nationwide, American Star or North Star? Yes No
If yes, what company(s)? _____
20. Was anything delivered to you that did not belong to you? Yes No
If yes, do you still have the item(s) and what is it? _____

21. Are you missing any items? Yes No
If yes, please describe in detail _____

22. Were any of your goods damaged during the move? Yes No

If yes, please describe damage _____

23. If any of your goods were damaged, did you make a complaint to the company or file a claim? Yes No

If yes, did you communicate with any employee of the company about your claim, and, if so, with whom? _____ What was the result? _____

24. If this case proceeds to trial, would you be willing to testify as a witness for the prosecution (travel expenses are covered by the U.S. Attorney's Office)? Yes No

SIGNATURE: _____

DATE: _____

Please return this questionnaire to:

U.S. Attorney's Office, WDWA

Attn: Mary C. Brown, Victim-Witness Coordinator

601 Union Street, Suite 5100

Seattle, WA 98101-3903